

WAITING TIME AMONG DIABETIC PATIENTS IN A LOCAL HEALTH CLINIC



*Shaiful Ehsan Shalihin, Atiqah Zolcefli, Syahirah Ismail, Zur Ain Zuhari,
Department of Family Medicine , IIUM*

INTRODUCTION

- ◆ Patient satisfaction is of increasing importance and recognized as the main indicator for quality of care. It is influenced by patients, physicians and clinical practices' characteristics including patients' waiting time management.¹
- ◆ Till today, patients still experience unacceptable levels of waiting time in clinic even with advancement in medical care such as organisation empowerment.²
- ◆ In fact, long waiting time is a common issue brought up by diabetic patients mainly in a busy clinic.^{3,4}

METHODOLOGY

- ◆ A cross sectional audit was conducted among 190 diabetic patients from 19th August till 30th August 2019 in Klinik Kesihatan Seremban. Their waiting and consultation time with doctor had been recorded.
- ◆ All diabetic patients who attended the clinic during this study period in the morning session were included in the study, except those who were critically ill, requiring referral or admission, those who came for investigations or procedures only without seeing a doctor and those who were involved with physiotherapy session on the same day.
- ◆ SPSS version 23 is used for analysis. Mann Whitney U test and Kruskal Wallis test are used to compare means (time) between groups for non normal data.

DISCUSSION & CONCLUSION

- ◆ This study showed that the clinic has acceptable duration of waiting and consultation time with average of less than 45 minutes which is fulfilling the requirements set by the Ministry of Health.
- ◆ Elderly patients had significantly shorter waiting time reflecting the awareness of the health care providers on the needs of the elderly to be seen earlier. Other variables are not significantly associated with the studied time.
- ◆ This study proved that waiting and consultation time is not determined by the gender, races and characteristics of the disease only, in which patient and public education on the acceptable waiting time should be implemented.
- ◆ Misconception of unacceptable long waiting time experienced by diabetic patients and chronic disease should be corrected.

RESULTS

Variables	Categories	N	(%)
Gender	Female	121	63.7
	Male	69	36.3
Age	< 60	69	36.3
	≥ 60	79	63.7
Ethnicity	Malay	23	12.1
	Chinese	82	43.2
	Indian	85	44.7
HPT	DM with HPT	149	78.4
	DM without HPT	41	21.6
CKD	DM with CKD	5	2.6
	DM without CKD	186	97.4
No of diseases	One	27	14.2
	Two	66	34.7
	Three	89	46.8
	More than three	8	4.2

Table 1: Demographic Data of Diabetic Patients

Variables	Mean time (min)	Max time (min)	SD
Waiting time	32.73	104.00	24.36
Consultation time	9.61	45.00	6.27

Table 2: Waiting & Consultation Time of Diabetic Patients

Variables	Age group				
	< 60		≥ 60		p
	Mean	SD	Mean	SD	
Waiting time	37.41	25.17	30.06	23.58	0.037*
Consultation time	10.77	7.91	8.95	5.03	0.258

Table 3: Association of Wait & Consultation time with Age Group
Other variables are not significantly associated with consultation and waiting time of the diabetic patients.

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shaifulehsan@iium.edu.my



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